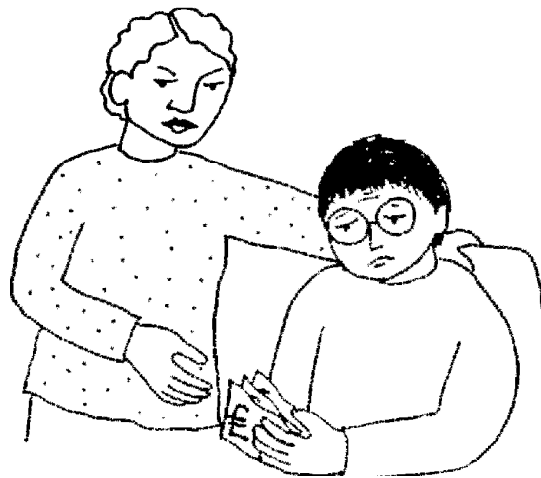


What is financial abuse?



Keeping your self safe from
abuse and neglect

Financial abuse

This includes someone who:

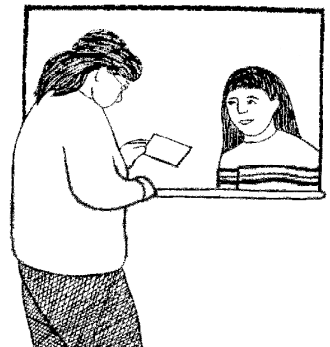


- Takes your money or belongings
- Makes you buy something that you do not want
- Uses your money to pay for their own things
- Will not let you choose how to spend your own money
- Says that you have to give them your money, belongings or home.

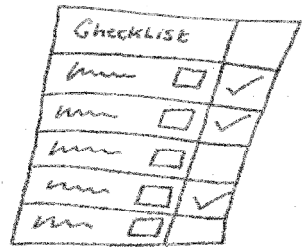
How can you protect yourself?

These are things that you can do to stop yourself being financially abused:

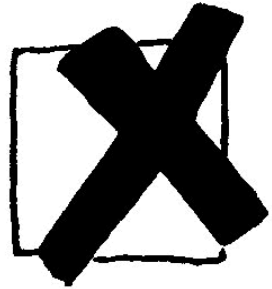
- Keep your money in the bank, not at home.
- Have regular payments like your benefits paid straight into your bank account.
- Have your bills paid directly from your bank account by direct debit.



- Make a list of all your property, bank accounts and valuable things. Keep this list in a safe place.



- Never give you PIN number to anyone else.



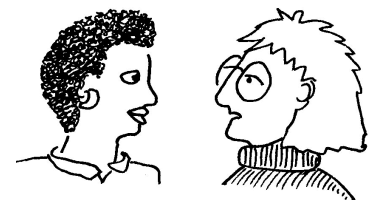
- If you are not able to manage your money you can talk to a solicitor and get help.



- The solicitor can set up a power of attorney for you.

- Ask a solicitor to help you make a Will.

- You can ask a friend or family member to help you to do this

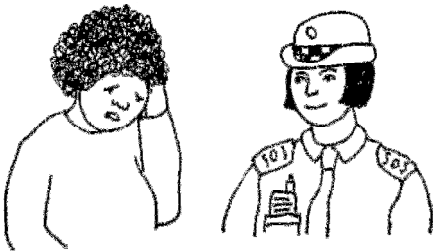


Have you suffered financial abuse?



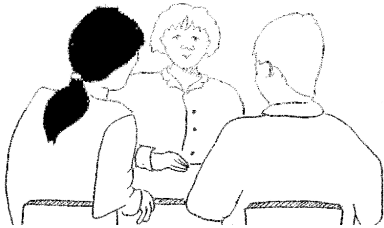
If you think that you may have been abused by anyone tell a member of staff.

They will try to help you.



They might get the police and other services to help you.

You can tell the police yourself.



If the person is your family or a friend we will try to help you stay in contact with them if you want to.

What information will you be asked for?

- What has happened.
- Who you think has financially abused you.



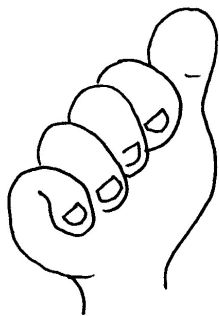
What happens after you tell us about the abuse or neglect?



We will always listen to you, and take what you say seriously.



Any information you tell us will only be shared with other people that might need to help.



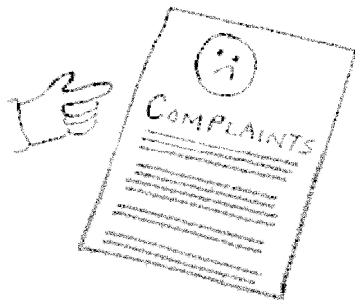
We will help to keep you safe and make sure that the abuse stops.

We will try to act in your best interests.



If you find it hard to understand what is happening we will ask you if you want an advocate, or the support of a carer, relative or friend.

While we investigate what you have told us we will tell you what is happening.



You can be involved in the investigation.
You can be involved in planning to protect
you from abuse or neglect in the future.

What will happen after the investigation?



We will arrange a meeting to plan what can
be done to stop you being financially
abused again.

What will happen after the investigation?



We will ask you if you feel safe.

We will ask you to tell us about what we
have done to keep you safe.

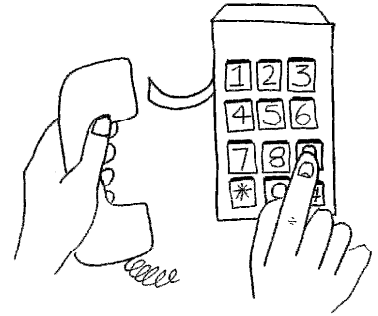
How long will the investigation take?



Some investigations happen quickly
but some take longer. We will keep
you informed.

What can you do if you are not happy about what we have done?

- Tell us as soon as possible.
- Tell the people involved in trying to keep you safe.
- Contact the Patient Advice and Liaison Service, (PALS). There is an Easy Read leaflet which explains what PALS does.



Contact us

Talk to your care coordinator; named nurse or any other professional working with you who you trust.

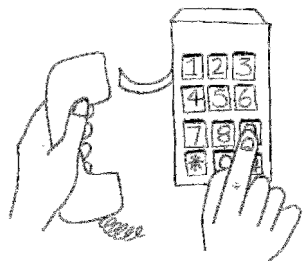
Their contact details will be in your care plan.

Contacting the Police



If you need help to stop abuse that is putting you at immediate risk ring **999**.

Contact PALS



You can telephone PALS on:

0800 073 1778 or 01249 468 261



You can write to PALS at:

**AWP PALS
Jenner House
Langley Park
Avon Way
Chippenham, SN15 1GG**



You can email PALS at:

pals@awp.nhs.uk

Please ask if you want a larger print copy of this leaflet. We can put this leaflet on tape too.

Lead: Head of Safeguarding
Leaflet Code: AWP2012-231
Approval Date: April 2012
Review Date: Sept 2012

